

## **Healthwatch Trafford Update September 2014**

The staff and Board of Healthwatch Trafford (HWT) continue to meet with local groups and residents of Trafford as well as having our scheduled meetings with stakeholders, local commissioners and providers of services.

Below is a review of our engagement activities in the first 6 months of 2014.

### ***Healthwatch Trafford Engagement Activities***

*Engagements are classified as:*

- *Face to face encounters for a range of purposes including Healthwatch Trafford promotion, listening to patient experiences and working in partnership with community groups and volunteers to develop promotional resources / create volunteer roles*
- *Emails networking and promoting Healthwatch Trafford*
- *Telephone conversations promoting Healthwatch Trafford*

There have been 461 engagement activities in the first 6 months of 2014. Approximately 50 of these have been repeat engagements with people.

88 of these engagements have been with young people, aged 11 – 18.

52 patient opinion experiences have been listened to, recorded and inputted onto Patient Opinion online.

28 comments / service ratings have been listened to and recorded. 25 of these have been from young people aged 11 – 18 years old.

### **Qualitative Data**

#### **Face to Face Engagement with Practitioners / Trafford Services**

Staff team meetings where presentations have been given regarding the purpose and vision of Healthwatch Trafford include

- Future Visions Board, Trafford Centre for Independent Living
- Trafford Compass staff team
- Greenbank Supported Housing staff team
- Trafford Youth Council members
- Trafford Participation & Engagement team
- The Stroke Association team lead

- Uprising (My Voice, My Vote programme co-ordinator)
- VCAT Third Sector Assembly (100 practitioners from Trafford third sector organisations present)
- Trafford GP Education Event (GPs and GP Practice Managers present)
- United Response service manager
- Stockdales service manager & Lifeskills Manager
- Trafford College (Placement Officer & PR Team members)

Multi-agency meetings attended include:

- BME Sip
- Sale Moor Health and Wellbeing Board
- Ageing Well Partnership Board
- Learning Disability Partnership Board
- Diverse Communities Board

Each of these groups has been attended to support the aim of Healthwatch Trafford to give a voice to people from communities that are often not listened to or given the chance to have a say, including the elderly, carers and young people.

### **Face to Face Engagement with adult members of the public**

A range of community groups / events attended in order to promote Healthwatch, listen to and record patient experiences. These include:

- Trafford Carers Fun Day, Old Trafford
- Step Out for Stroke event at Worthington Park, Sale
- Lostock Library (coffee morning & beading group)
- Davyhulme Library (knitting group)
- Timperley Library (reading group)
- Woodsend Library (beading group)
- Stretford Library (parent & toddlers group)
- Dementia Awareness week event, Urmston Library
- Age UK Dementia Awareness week event, Davyhulme Church
- Stockdales Open Day
- Parkinson's Support Group—August Fair
- Association of Associations event Sale Locality Partnership -- July

***Regular, monthly drop-in's have been established at:***

- Broomwood Wellbeing & Community Centre
- Trafford Centre for Independent Living
- LMCP drop in (Trafford Community Centre, Shrewsbury St)

**Face to Face Engagement with young people**

Work to promote Healthwatch Trafford and gain young people's experiences of using services has taken place with:

- Members of Trafford Youth Council (consulted for guidance on engaging young people as young volunteers)
- Young women attending Sale Moor Young Women's Project
- Young people with special educational needs and disabilities attending Trafford Council "Let's Talk SEN" event.
- Young adults with learning disabilities at Stockdales Open Day
- Members of Trafford Children in Care Council

**Multi-Agency Partnership Work**

- Worked in partnership with the Trafford SEN Pathfinder Team, Transitions Team Workers, Trafford Advocacy and Engagement Worker, Ashton on Mersey School and Trafford Youth Service to plan and deliver a conference for young people with Special Educational Needs.
- Work is ongoing with the **Stroke Association** to develop Healthwatch Trafford aphasia friendly patient opinion form allowing those who have experienced stroke to share their experiences of health & social care.  
After initial consultation by the Stroke Association with their service users and speech and language therapists on a draft patient opinion form developed by Engagement Worker, valuable feedback was obtained for Healthwatch Trafford. A second draft has been developed and we are awaiting further feedback on this to ensure that it meets the needs of those suffering aphasia.
- Working relationship developed with Uprising, a young people's social action charity, based in Manchester to engage young people in creating digital media resources for Healthwatch Trafford. The young people's work will be presented to us in August.
- Working relationships developed with Trafford College Health & Social Care lecturers to increase awareness of our service and Work Placement Co-ordinator and Volunteer Co-ordinator to engage college students in volunteering / taking on work placements at Healthwatch Trafford
- Working relationship developed with United Response re volunteer placements for adults with learning disabilities at Healthwatch Trafford.

## Communication

All 12 libraries across Trafford were visited to set up pop up banners with attachable leaflet pouch. This was completed in May 2014.

We regularly visit GP Practices (who are willing to have them in the waiting rooms) with Ten Top Tips leaflets and Comments, Compliments and Concerns leaflets.

### Twitter

Tweets	280 (1080 in total)
Followers	885 (up by 73 in last 2 months)

### Website

Visits	1249
Av. Visit duration	3:19
Av. Pages per visit	4.89
Page views	6104

Downloads of Annual report from website --58

### Emails sent

Special enquiry	131
Healthier together	140
Newsletter	130

### Posted

Newsletter	128
------------	-----

## Publicity Materials

Healthwatch staff and volunteers distributed the following publicity materials within the last 6 months

### Ashton-on-Mersey

Woodheys Park area/Kenmore Road/Woodhouse Lane in Sale  
Ten Top Tips when Visiting Your GP Leaflet (TTT) & HWT info postcards 250

**Altrincham area** – New Street, The Downs, St John's Street, Stamford Road, Richmond Rd, East Downs Rd, South Rd, Norman Place, Lyme Gardens, Groby Road up to Regent Street, The Firs, Church Brow & Dunham Rd, to Regent Street

### Ashton-on-Mersey

Woodheys Park area/Kenmore Road/Woodhouse Lane in Sale  
250 TTT leaflets and 300 HWT info postcards

### Lostock Library and Stretford Library

400 leaflets (TTT & How to Comment Compliment Complaint leaflet, Newsletters)

### Urmston Library/ Woodsend Library

200 leaflets (TTT & How to Comment Compliment Complaint leaflet Newsletters)

## **Healthwatch staff and volunteers have attended the following events, meetings and forums:**

### **Ongoing Events**

- CCG Locally Commissioned Services Review Group (Previously Enhanced Services Review Group )
- CMFT Liaison Meeting
- Moorside MH Unit liaison meetings
- Safeguarding Adults Operational Board
- Safeguarding Adults Strategic Board
- CCG Public Reference and Advisory Panel (PRAP)
- HW Information & Signposting Group
- Personalisation Co-Production Group
- Locality Partnership Board (North)
- CYPs Meeting
- Greater Manchester Healthwatch Meeting
- North West Healthwatch Meeting
- External Reference Group of Healthier Together
- Youth Cabinet meeting
- Integrated Care Redesign Board
- PCCC Project Group
- Early Intervention and Wellbeing Program Board.
- Citizens Reference Board
- Trafford Information network
- Diabetes Network
- Health & Well Being Board
- Healthier Together Comms meeting
- Integrated Patient Reference Group
- Information & Signposting Meeting
- Market Management, CQC & Safeguarding Trafford Meeting
- Trafford Signposting and Accessibility Delivery Group
- Diverse Communities Board
- Health Overview & Scrutiny Meeting
- HW Chairs & Chief Officers Briefing
- Ageing Well partnership Board
- Sale West Health Group Meeting
- Quality Surveillance Group ( NHS England LAT)

### **Single Instance Events:**

- Trafford Partnership Event

- Trafford Advice partnership launch
- EU Funding Briefing
- Equality Into Action Event
- Haelo Meeting
- AQUA Patient & Family Experience Event
- Healthier Together Event (Salford RFC)
- Sale Moor Community partnership
- CQC Redesign Conference
- Healthwatch Tameside
- VCAT Voluntary Sector Assembly
- Special Educational Needs Conference
- Stretford Parent & Toddlers Group
- Timperley Library reading Group
- Trafford Compass
- Human Library Event Urmston
- Age UK Event
- Stroke Association Meeting
- Centre for Independent Living
- Davyhulme Knitting Group
- LD Partnership Board
- Greenbank Supported Housing Team Meeting
- ICA (Trafford Advocate)
- Step Out for Stroke Event
- Fun Days at Lostock Park and Woodsend.

**Below is a more in depth update on specific areas of work and involvement since the last CCG update in June 2014.**

### ***Healthier Together***

We continue our involvement with the Healthier Together Program. We continue to attend the External Reference Group meetings and the Communications workshops.

We are continually promoting the Healthier Together Consultation and have distributed over 1000 consultation documents since we received them in end of July weeks. We have a HT briefing on our website and “Tweet “regularly.

We also promote at our drop-ins and have attended several community and voluntary groups.

The Chair also attends public and staff meetings in other areas of Greater Manchester for the External Reference Group.

### ***Care Act Consultation***

Healthwatch Trafford has responded to the Care Act Consultation after discussion with Board and volunteers.

### ***Shrewsbury Street Project***

The North Locality Partnership have asked Healthwatch to participate in engagement activities with residents in the Old Trafford area to see which health and wellbeing services they would like to see in the Shrewsbury Street Development.

This is ongoing work and we have so far attended the North Area Voluntary Sector Grants Event where we spoke to 31 residents and 2 drop-ins in Old Trafford Library (20 residents)

### ***GM Healthwatch Network***

We continue to attend the monthly meetings of the GM Network.

### ***Healthwatch England***

Healthwatch England has launched a special enquiry into unsafe discharge which will report in September 2014. Healthwatch Trafford has contributed several incidences of unsafe discharge as reported by patients and partner agencies.

Chair and Chief Officer attended the Healthwatch Conference in July and found it to be a stimulating two days with good opportunities to network with other Local Healthwatch Organisations.

The Greater Manchester Network won the award for best collaborative project for the work we did on the Arriva Patient Transport Survey.

### ***Enter and View***

A visit to the Urgent Care Centre at Trafford General took place on the 11<sup>th</sup> August. This was not classed as an Enter and View visit. Once the report has been seen and commented on by CMFT staff it will be shared with the CCG.

A program for Enter and View visits of both health and social care services is planned for 2014 /15. We will inform the LA and CCG Patient Experience team of services we plan to visit.

### ***Information and Signposting Function***

Since the last update there have been 11 instances of signposting or information requests from the public.

There have been 13 concerns / complaints in this time.

10 have been referred to other support/ advocacy providers.

A more detailed account of complaints/ concerns received is shared with the Patient experience team at the CCG and the Local Authority as appropriate.

### ***Healthwatch Trafford Web site***

We have continued to develop the Healthwatch website throughout the year and recognise that for many people it is the first point of contact with HWT and therefore need to make it as clear and interesting as possible. HWT leaflets and newsletters can be down loaded from the website.

An update of the website is due to take place in September which will include the implementation of the Patient Experience Platform to enhance and improve the public's ability to engage with Healthwatch and to gather far more intuitive data than is currently available.

***Healthwatch Trafford Annual Report***

Healthwatch Trafford produced its first annual report on the 30<sup>th</sup> June.

Copies of the report have been distributed to all agencies as required by the Department of Health. Copies are available to download on the Healthwatch website.

**Healthwatch Trafford AGM**

Healthwatch Trafford AGM will take place on 17<sup>th</sup> September at St Matthews Hall Stretford 10-12md.

*Ann Day*

Chair Healthwatch Trafford.

August 2014